



DEPARTMENT OF THE ARMY
HEADQUARTERS, US ARMY ARMOR CENTER AND FORT KNOX
239 BINTER STREET
FORT KNOX, KENTUCKY 40121-5205

REPLY TO
ATTENTION OF:

Expires 12 April 2009

IMSE-KNX-MWA

12 April 2007

MEMORANDUM FOR

Commanders, All Units Reporting Directly to This Headquarters
Commanders, Fort Knox Partners in Excellence
Directors and Chiefs, Staff Offices/Departments, This Headquarters

SUBJECT: Fort Knox Policy Memo No. 8-07 – Management of the Army Community Service (ACS) Exceptional Family Member Program (EFMP)

1. References.

- a. DODD 1342.17, Family Policy, 30 Dec 88.
- b. Department of Defense Directive (DODD) 1020.1, 31 Mar 82; and change 1, 16 Nov 94.
- c. DODI 1342.12, Provision of Early Intervention and Special Education Services to Eligible DOD Dependents, 11 Apr 05.
- d. AR 608-75, Exceptional Family Member Program, 22 Nov 06.
- e. Section 4151, et seq. Title 42, United States Code.
- f. Section 794, Title 29, United States Code.
- g. Section 1400, et seq. Title 20, United States Code.
- h. Section 921, et seq. Title 20, United States Code.
- i. Section 2164, Title 10, United States Code.
- j. 32 CFR Part 80.

2. Purpose. To establish standard procedures for the administration and operation of the EFMP.

3. Objectives.

- a. To assess, document, and code the special education and medical needs of eligible family members in all locations and forward these coded needs to the military personnel agencies for consideration during the assignment process.

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- b. To consider the medical needs of the exceptional family member (EFM) within the Continental United States (CONUS) and outside the Continental United States (OCONUS) assignment process and special education needs of the EFM during the OCONUS assignment process (excludes Alaska and Hawaii).
 - c. To assign Soldiers to an area where the EFM's medical and special education needs may be accommodated, provided there is a valid personnel requirement for the Soldier's grade and specialty.
 - d. To assist assignment managers in locating assignment stations that will accommodate the special educational and medical needs of EFMs who have enrolled in the program.
 - e. To provide a mechanism for Department of the Army (DA) civilians to:
 - (1) Inform the DOD Dependents Schools of the arrival of dependent children with special education and medically-related service needs.
 - (2) Inform the gaining medical activity of the arrival of family members with medical needs.
 - f. To ensure all eligible family members receive information and assistance needed to involve them with community support services to meet their needs.
 - g. To assist EFMs in obtaining special educational, medical, and other community services.
 - h. To provide family members with information and assistance regarding the rights of the EFMs under local, state, and federal laws.
 - i. To establish an information/referral system between Ireland Army Community Hospital (IACH); Fort Knox Community Schools (FKCS); Civilian Personnel Advisory Center (CPAC); Directorate of Public Works (DPW); and Directorate of Morale, Welfare, and Recreation (DMWR) Child and Youth Services (CYS).
 - j. To make recreational and cultural programs available to EFMs.
 - k. To establish community education for raising awareness of the needs of EFMs.
 - l. To ensure facility and program accessibility to individuals with disabilities.
4. Define EFM. A family member with any physical, emotional, developmental, or intellectual disorder that requires special treatment, therapy, education, training, or counseling.

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5. Applicability.

a. The following Soldiers with EFMs (children and adults) will enroll in the EFMP:

(1) Active Army.

(2) US Army Reserve (USAR) Soldiers in the USAR Active Guard Reserve (AGR) program and other USAR Soldiers on active duty exceeding 30 days.

(3) Army National Guard AGR personnel serving under authority of Title 10, United States Code.

b. Participants in the EFMP are enrolled permanently in the program, unless medical or special education needs warrant case closure or the Soldier is separated from the Army. Soldiers are responsible for keeping the medical and/or special education needs documentation current as EFM conditions change or at least every 3 years, whichever comes first.

c. Both Soldiers who are members of the Army Married Couples Program will enroll in the EFMP when they have a family member who qualifies. This process ensures the assignment manager of each sponsor is aware of medical or special education needs and considers the family's special needs.

d. Department of the Army civilians will identify dependent children with special education and medically-related service needs and family members with medical needs each time they process for an assignment to a location outside the US where family member travel is authorized at Government expense.

e. Family members of active duty military, Army Reserve, Army National Guard, DA civilians, and retired Soldiers may be eligible for EFMP/ACS services.

6. Procedures.

a. Any Soldier can request information pertaining to the EFMP; if a family member is suspected of having conditions which need consideration in the military assignment process or wants to enroll in the EFMP, they should be directed to the EFMP/ACS or the EFMP/IACH. Both agencies can/will provide the Soldier information on the enrollment process and the forms necessary to enroll.

b. Enrollment.

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(1) Family members with medical conditions will be advised to have their physician (or medical practitioner under the supervision of a physician) complete DD Form 2792 (Exceptional Family Member Medical Summary) for each family member with an eligible condition. The physician or medical practitioner should ensure the information on the DD Form 2792 reflects an appropriate and realistic level of care for the patient based upon knowledge of the patient and condition.

(2) If the family member is a school-age child, the agency will advise the Soldier to have a DD Form 2792-1 (Exceptional Family Member Special Education/Early Intervention Summary) completed by personnel at the child's school. During summer months or other vacation periods when school personnel are not available, the DD Form 2792-1 will be completed by a physician or a medical practitioner and the child's parents. If the child has an Individual Education Plan (IEP), a copy will be attached to the DD Form 2792-1.

(3) The EFMP/IACH will forward a copy of the DD Form 2792 and DD Form 2792-1 to the EFMP medical Coding Team. The originals of the DD Form 2792 and DD Form 2792-1 will be transmitted to the outpatient treatment records section for filing below the DA Form 5571 on the left side of the outpatient treatment record of the EFM.

(4) When EFMP/IACH receives the computer hard copy printout of the EFMP Summary, they will transmit a copy to the outpatient treatment records section for filing below DD Form 2792 on the left side of the outpatient treatment record of the EFM. A copy of the computer hard copy printout of the EFMP Summary will be provided to the Soldier or spouse. A copy of the face sheet of the computer hard copy printout of the EFMP Summary will be provided to EFMP/ACS. The EFMP/ACS will send the Soldier a packet of information on the EFMP and a letter welcoming them to the program, offering services and assistance to the family.

c. Disenrollment must be initiated by the family and physician and/or school personnel and forwarded to the EFMP Coding Team for review. The Human Resource Command will then notify the coding team of case closure. The coding team will notify the medical treatment facility (MTF) of case closure, and the MTF will notify EFMP/ACS when closure is completed.

7. Responsibilities. These responsibilities may be in addition to those contained in AR 608-75.

a. The FKCS will:

(1) Coordinate with ACS/EFMP and IACH/EFMP regarding service delivery and identification of EFMs.

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(2) Provide special instructions and/or related services to meet the special educational needs of EFMs.

(3) Appropriate school officials for interventions and/or assessment services for children suspected of having a disability.

(4) Upon request of the parent, complete DD Form 2792-1 for each child with a disability.

(5) Develop an IEP for each child assessed who has a disability that meets eligibility requirements and impacts educational performance.

(6) Provide a representative to the EFMP Coordinating Committee.

(7) Provide a representative to the Special Needs Resource Team (SNRT) at DMWR CYS.

b. The ACS EFMP coordinator will:

(1) Administer the overall program and monitor in compliance with AR 608-75 and other regulatory guidance. The EFMP Manager will complete copies of DA Forms 7351A and 7351B (Exceptional Family Member Program (EFMP) Assessment Guide) and send to the appropriate installation management control office annually.

(2) Advise the installation commander and supported troop commanders of EFMP issues that affect their Soldiers.

(3) Chair the quarterly EFMP Coordinating Committee meeting.

(4) Establish an SNRT as a subcommittee of the installation EFMP Committee, serve as a member of the SNRT, and assume or designate a chairperson of the team.

(5) Participate in in-service and professional training.

(6) Submit an annual EFMP budget request to the Family Advocacy Program Manager.

(7) Track installation EFMP participants using documents provided by MTF, EFMP staff, Military Personnel Division/Personnel Service Company (MPD/PCS), and other authoritative sources.

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(8) Provide educational, cultural, and recreational programs and activities to exceptional families in coordination with DMWR CYS, military community recreation, and applicable civilian agencies.

c. Case management duties.

(1) Case management services will be provided to any active duty or retired military, reservist, or DA civilian and their family members seeking services. All services are conducted on a case-by-case basis.

(2) Initial assessment is accomplished by completing the ACS Client Case Record (DA Form 5897). A written case file will be maintained per ACS standard operating procedures (SOPs) on client files.

(3) Information and referral services, advocacy, and follow-up will be done based on the needs of the family. If the family no longer needs assistance, cases will be put on inactive status until the Soldier PCSs or retires. Retirees and their families will receive services as long as they are eligible and request services.

(4) Individuals requesting respite care are to be referred to Family Advocacy Program, ACS, to determine if services are available through their programs.

(5) Relocating Soldiers' EFM housing and community support needs will be assessed upon arrival at this installation or before departure from this installation. At the request of the Soldier, EFMP/ACS will share required service information with the gaining CONUS installation EFMP Manager or OCONUS major command EFMP Manager, who will notify the affected installation agencies before the EFM's arrival.

(6) A "newcomers" letter explaining EFMP/ACS will be sent to all newly enrolled EFMP families.

d. The IACH EFMP Medical Chief will:

(1) Manage and supervise the overall medical operation of the EFMP.

(2) Ensure that eligible EFMs are coded, and the EFMP summary is forwarded for enrollment per paragraph 3-1 of AR 608-75.

(3) Appoint an appropriate member to the installation EFMP Committee.

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(4) Appoint a single appropriate EFMP administrative point of contact who will maintain records, which reflect actual patient visits, record screening workload, and review. He/she will also annotate completed evaluation and coding actions in the EFMP/MTF suspense file.

(5) Publish within the EFMP/MTF medical and educational indications for enrollment.

(6) Forward face sheet information on the DD Form 2792 and DD Form 2792-1 to the installation EFMP/ACS Manager when a family member is enrolled or warrants enrollment in the program.

(7) Refer Soldiers and family members to the installation EFMP/ACS Manager for community support services.

(8) Provide statistical data for the EFMP/ACS monthly report and other pertinent information on EFMP to the installation EFMP Manager.

(9) Report medical resource needs to the MTF commander.

(10) Plan for and effectively use resources allocated to the EFMP/MTF.

(11) Be responsible for staff training and external and internal in-service programs.

(12) Establish SOPs.

(13) Provide or coordinate medical evaluation for disabling conditions of EFMs from birth to 21 years of age and assistance to adult EFMs in concert with the capabilities of the MTF.

(14) Participate in the MTF quality improvement program.

e. Military Personnel Division (MPD) will:

(1) Establish an EFMP SOP.

(2) Query Soldiers about the existence of an EFM during in processing, readiness processing, reassignment interview, and out processing using DA Form 7415 (Exceptional Family Member Program (EFMP) Querying Sheet). This will include all trainees/students before departure for their first permanent duty station.

(3) Initiate family member deployment screening per AR 608-75, Exceptional Family Member Program, paragraph 2-1b. DA Form 5888 (Family Member Deployment Screening

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Sheet) will be completed and attached to DA Form 4187, DA Form 4787, or appropriate major command form prior to requesting command sponsorship or family member travel. AR 600-8-11, Reassignment, 1 Oct 90, prescribes DA Form 4787-R.

(4) Defer Soldiers with EFMs (excluding one station unit training (OSUT) Soldiers) until notification is received from OCONUS travel approval authority about availability of EFM services.

(5) Provide local statistical data and other pertinent information on the EFMP to the installation EFMP Manager.

(6) Provide a representative to the installation EFMP Committee.

f. 46th Adjutant General Battalion (Reception) will:

(1) Establish an EFMP SOP.

(2) Identify trainee/student Soldiers who have or potentially may have EFMs. Initial identification will be accomplished by expert briefing and completion of DA Form 7415. Briefing should include the following subject matter:

(a) Purpose of the program and enrollment procedures.

(b) Sanctions for Soldiers who fail to enroll or provide false information.

(c) Impact on career and accompanied overseas tours.

(d) Installation services available for Soldiers with an EFM.

(3) Transport Soldiers with potential EFMs to IACH for formal EFMP enrollment screening.

(4) Provide completed DA Form 7415 to the Trainee/Student Processing Branch by inclusion in the Military Personnel Records Jacket.

(5) Provide pertinent information on the EFM to the installation EFMP/ACS Manager.

(6) Provide a representative to the installation EFMP Coordinating Committee.

g. The CPAC will:

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- (1) Establish an EFMP SOP.
 - (2) Identify and process civilian employees who are relocating outside the US with dependent children who have special education and medically-related service needs.
 - (3) Identify and process civilian employees who are relocating outside the US with family members who have medical needs.
 - (4) Forward completed EFMP forms for civilian employees relocating outside the US to DODDS point of contact and/or gaining medical activity and Commander, US Army Community and Family Support Center (CRSC-SFA), Alexandria, VA 22331-0521.
 - (5) Provide statistical data for DA Form 5863 (Exceptional Family Member Program Information Sheet) and other pertinent information on the EFMP to the installation EFMP/ACS Manager.
 - (6) Provide a representative to the installation EFMP Committee.
- h. Staff Judge Advocate will:
- (1) Provide legal advice on official matters under AR 608-75.
 - (2) Provide a representative to the installation EFMP committee.
- i. Directorate of Public Works will:
- (1) Establish an EFMP SOP.
 - (2) Provide engineering and funding guidance concerning facility modernization construction and compliance with Americans with Disabilities Act.
 - (3) Consider exception to policy on a case-by-case basis for EFMs. The sponsors, through their chain of command, will submit exceptions to policy; the exceptions to policy will be processed expeditiously upon Soldiers' arrival. Normally, and based upon severity of medical conditions, applications will be placed on the waiting list below the freeze zone (top 10 percent of waiting list), or as appropriate.
 - (4) Modify quarters on a case-by-case basis. Modifications may be made as appropriate and within cost limitations for the physically disabled family member.

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(5) Provide statistical data for the ACS monthly report and other pertinent information to the installation EFMP Manager.

(6) Provide a representative to the installation EFMP Committee.

j. The CYS will:

(1) Establish an EFMP SOP for CDS programs.

(2) Ensure all CYS delivery systems (Child Development Centers; YS; family child care homes; school liaison office; Schools of Knowledge, Inspiration, Exploration, and Skills; and outreach services options) are available to children/youths with disabilities as determined through the SNRT process.

(3) Outline technical assistance requirements to the installation EFMP Manager before CYS delivery of services for children with disabilities.

(4) Ensure that special needs training is provided to CYS staff.

(5) Provide local statistical data and other pertinent information on EFM children served by CYS to the installation EFMP Manager.

(6) Ensure there are CYS representation on both the installation EFMP Committee and the SNRT.

(7) Work with the installation EFMP Committee to identify funding sources to support CDS special needs inclusion costs.

(8) Coordinate with SNRT on children/youths identified as needing transition from Child Development Center (CDC) to school age services (SAS) and SAS to youth service (YS) programs and activities.

k. Community Health Nurse will:

(1) Provide medical advice to the EFM and the EFMP Committee when requested.

(2) Provide a representative to the installation EFMP Committee.

l. Public Affairs Office will:

(1) Conduct media campaigns to increase community awareness of the EFMP.

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(2) Be the only release authority for information to the public, with the exception of information responding to Freedom of Information Act and/or Privacy Act (FOIA/PA) requests. FOIA/PA requests will be processed and released by the appropriate installation FOIA/PA official.

(3) Monitor the communications efforts and provide guidance to the installation EFMP Committee and installation commander.

(4) Inform internal audiences of the program and provide the installation commander feedback on the effectiveness of the communication program.

(5) Provide a representative to the installation EFMP Committee.

m. EFMP Coordinating Committee will assist the EFMP coordinator in:

(1) Overseeing all activities of EFMP components.

(2) Identifying community needs and resource requirements to the installation commander.

n. Commanders will:

(1) Provide required assistance and ensure timely processing of EFMP applications/actions.

(2) Inform Soldiers of their responsibility for the care and welfare of their family members and the availability of services.

(3) Inform Soldiers that their participation in the program will not adversely affect selection for promotion, schools, or assignment.

(4) Advise Soldiers of the provisions of AR 608-75.

(5) Establish procedures for identifying Soldiers with EFMs who refuse to enroll in the EFMP according to paragraph 1-7 of AR 608-75.

o. Community Recreation Division (CRD) will:

(1) Establish an EFMP SOP for CRD programs and ensure individuals with disabilities are provided reasonable accommodations, policy exceptions, and included in all community recreation program planning.

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(2) Outline technical assistance requirements to the installation EFMP manager prior to delivery of services for individuals with disabilities.

(3) Provide local statistical data and other pertinent information on the EFMP to the installation EFMP Manager and provide a representative to the installation EFMP Committee.

(4) Immediately inform appropriate staff offices of ongoing activities or situations that may affect identification, processing, and enrollment of an EFM.

FOR THE COMMANDER:

A handwritten signature in black ink, appearing to read "Mark D. Needham".

MARK D. NEEDHAM
COL, AR
Garrison Commander

DISTRIBUTION:

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